Axioned Team Handbook

Short URL: <https://bit.ly/axioned-handbook>

# Introduction

The Axioned team handbook is the central repository for how we run the company.

It offers us an opportunity to clarify who we actually are as a company. What do we stand for? How should we work? Codifying those beliefs into a handbook makes them tangible and, most importantly, editable. Making the company our best product is a guiding principle, but we can’t easily improve what we haven’t articulated.

**Remote work (aka WFH aka work from home) is also what led to the development of our handbook, which captures everything you'd need to know about the company.**

Few sections of this handbook may link out to other documents that are only accessible to specific teams or individuals, but if you feel you need to know or see them you are more than welcome to give us a shout - Slack/#general.

We highly recommend that you:

* Read it and refer back to it as often as you need to
* Contribute to this, add comments, and you are more than welcome to ask questions in the #handbook channel
* If there are any parts of this Handbook that you need to be clarified or explained further, please ask in #help channel

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# 

# The Team

See [Axioned Organisation Chart](https://docs.google.com/spreadsheets/d/1wQs3MEl2fUr-GEWV883hGiz7RYt0XqiQeAgY6ZUvbIM/edit#gid=1064646170) for Axioned India

**In addition to our team we have in India, we have a network of trusted partners/freelancers that we work with in the USA and UK.**

What’s the future vision for our future org chart? Email Libby and Anurag, if interested!

## Axioned Leadership

* **Management** ([management@axioned.com](mailto:management@axioned.com))
  + [Dave Jhala](mailto:dave@axioned.com)**:** Founder/2006.CFO & CSO.
  + [Libby Swan](mailto:libby@axioned.com)**:** Co-Founder/2008. CEO.
  + [Anurag Banerjee](mailto:anurag@axioned.com)**:** Chief Operating Officer (COO)
  + [Sandip Bhise](mailto:sandipb@axioned.com)**:** Head of HR/People Operations
  + *Supported by Advisors: Tim Redgate and Sarah Vick*
* **PMO** (Project Management Office [pmo@axioned.com](mailto:pmo@axioned.com))
  + **Pratibha Kale:** QA Lead.
  + [Shyam Gharat](mailto:shyamg@axioned.com)**:** Senior Project Manager.
  + **Sumeet Uniyal:** Senior Project Manager.
  + *Supported by* [Anurag Banerjee](mailto:anurag.banerjee@axioned.com) *and* [Libby Swan](mailto:libby@axioned.com)
* **Engineering Leadership** ([techleads@axioned.com](mailto:techleads@axioned.com))
  + [Kevin J](mailto:kevinj@axioned.com)
  + [Vipin Y](mailto:vipiny@axioned.com)
  + [Niraj S](mailto:nirajs@axioned.com)
  + [Mehboob S](mailto:mehboobs@axioned.com)
  + [Saurabh P](mailto:saurabhp@axioned.com)
  + *Supported by* [Anurag Banerjee](mailto:anurag.banerjee@axioned.com)
* [Tim Redgate](mailto:timr@axioned.com): Head of Axioned’s UK/European Operations.
* [Akshay Samarth](mailto:akshay.samarth@axioned.com)**:** Design Team Lead.

Note: [hr@axioned.com](mailto:hr@axioned.com) email includes: Sandip Bhise, Sangeeta Poojari, Dhini Sathyaneshan

# What we do/Who we serve

**“Axioned (pronounced “actioned!”) - We bring innovative (custom) digital/technology solutions to life, that give birth to businesses”**

Axioned is a technology/digital services company. **Axioned serves as a technology partner for:**

**Agencies**

* **Why do agencies come to us/need us?** To deliver on digital projects they otherwise couldn't do (for their clients), either due to lack of bandwidth or it falling outside their core skill sets or tech stack.
* **What does Axioned do for agencies?** We either do design and build, or just the build (development), of websites and/or mobile apps. Axioned team members frequently engaged: Project Management, Development, Testing and/or Design - UX/UI.
* **Case Studies on our website include:** Evoke Kyne.

**In-house Teams at Bigger Companies/Enterprises (in-house digital, creative, or technology teams)**

* **Why do in-house teams come to us/need us?** To deliver on digital projects/tasks they otherwise couldn't do, either due to lack of bandwidth or it falling outside of their core skill sets or tech stack.
* **What does Axioned do for in-house teams?** We’re often [augmenting](https://en.wikipedia.org/wiki/Staff_augmentation) in-house teams with additional team members from any of the following disciplines: Project Management, Development, Testing and/or Design - UX/UI. These additional team members help such clients deliver on ongoing digital projects/tasks related to the client’s websites and/or mobile apps.
* **Case Studies on our website include:** Shutterstock.

**Product Startups**

* **Why do product startups come to us/need us?** The kind of product startups that often come to us are those who have done a POC, have proven their revenue model/have existing revenue streams, and are looking for build support to scale/grow. (We have also had experience in helping product startups build out their POC/MVP.)
* **What does Axioned do for product startups?** We either do design and build, or just the build (development), of the website or mobile app that IS the client’s product. Axioned team members frequently engaged: Project Management, Development, Testing and/or Design - UX/UI.
* **Case Studies on our website include:** ClearForMe.

**SMEs (small medium enterprises)**

* **Why do SMEs come to us/need us?** To deliver on digital projects/tasks they otherwise couldn't do, either due to lack of bandwidth or it falling outside of their core skill sets or tech stack.
* **What does Axioned do for in-house teams?** We either do design and build, or just the build (development), of websites and/or mobile apps. Axioned team members frequently engaged: Project Management, Development, Testing and/or Design - UX/UI.
* **Case Studies:** Pioneer Academics.

**We value our client relationships and spend a lot of time working on/discussing how to WOW Clients** [**2.5 Client Feedback:**](#_8rl7k2vlot76)

*Axioned was started in 2006 by Dave (Dev) Jhala. Libby Swan joined in 2008. Both are the owners/co-founders of Axioned. Today, Dave serves the role of the company’s CFO and supports the strategic direction/decisions of the company. Today, Libby serves the role of the company’s CEO, with a focus on sales/marketing, and supports the strategic direction/decisions of the company also.*

**The type work Axioned helps clients address:**

**1/ Digital (Customer) Experiences (DX or CX):** Axioned supports the launch and ongoing enhancement & maintenance of digital user experiences designed to **optimize brand reputation** and **support lead generation/CTRs**.

1. The design and/or build of websites, apps, and landing pages.
2. Post evaluating the client’s content and functionality needs, including the various platforms and tools they need to integrate (e.g. Hubspot/Salesforce, CVent, Eloqua, etc.), we will put forward “best fit” CMS recommendations; help the client through the CMS set-up and/or transition journey; and support ongoing maintenance and enhancement.
3. Supporting web-performance tracking and data related needs - e.g. Google Analytics, Lighthouse, Adobe Launch - in relation to the client’s DX and/or CMS solution(s).

**2/ Tech Products:** Axioned gives life to new web & mobile app products by helping clients get from “idea” and/or POC, to MVP, v1, and beyond – towards ongoing scale/growth

**The work Axioned does, spans the following industries:**

* **EdTech (Clients with content and transaction needs)** Pioneer Academics, TeenLife
* **Media & Entertainment (Clients with content needs)** Crain Communications, The Economist Group, (Past: Sony Music, Commercial Observer)
* **eCommerce (Clients with content and transaction needs)** HomeServe USA, Lovesac, Harvest Digital, (Past: Kidadl App, SnapAMeal App, Richemont, Redbox Digital)
* **Events (Clients with content & transaction needs)**The Economist Group (Events, GBF), (Past: FELD Entertainment, Sony Music, AmericanTowns, Kidadl App)
* **Behavioral Change/Assessment** Culture15
* **Beauty** ClearForMe

**Vision for our future (circa ~2021) - Please Read:**

<https://docs.google.com/document/d/140QAl0CxGK1T_s2IU6jSnhDHCTux77glP2-aB5rHWt4/edit>

# WOW’ing Clients & Axioned Team-mates (CSAT = Client Satisfaction)

* **We aim to WOW our clients and our fellow Axioned team-mates.**
* **Please read our handbook, here:** [**“Axioned: WOWing Clients "Mini Handbook"**](https://docs.google.com/document/d/19MiNbC1wRZ1FIt8gbPafg9iM8WIX2ueYwmd29kroh54/edit#heading=h.w4zfl3ep1psi)**.** This covers details such as “how to” WOW a client. Note: Your client might be an Axioned team-mate; the same logic applies.
* When asking clients for feedback, **we ask them to also evaluate each member of the Axioned team who contributed to/worked on the project.**
* We regularly ask all our Clients to evaluate us on how well we’re WOW’ing them. To see what this form looks like, ask the PM team for a copy/example, or click here: [Sample Client Feedback Form](http://bit.ly/2WXhFunhttps://form.typeform.com/to/dWc7Cv?projectname=xxxxx&pmname=xxxxx&devname=xxxxx&qaname=xxxxx&projecttype=xxxxx&designername=xxxxx&typeform-source=prdxn.typeform.com)

# Axioned Online:

Website: [http://www.axioned.com/](https://axioned.com/)

^^See anything wrong on these sites/links? Email [management@Axioned.com](mailto:management@prdxn.com) or post in Slack/#general

## Axioned.com Maintenance Team:

Contact email: [Axioned Website](mailto:axionedwebsite@axioned.com)

**April 2022 Team includes:**

* [Libby Swan](mailto:libby@axioned.com), [Anurag Banerjee](mailto:anurag@axioned.com), [Tim Redgate](mailto:timr@axioned.com)= Clients
* [Bhupen P](mailto:bhupenp@axioned.com) , Project Manager
* [Nitin G](mailto:niting@axioned.com) , Engineer
* [Karan V](mailto:karan@axioned.com), Oversee Engineer
* [Shirish M](mailto:shirishm@axioned.com) , QA
* [Prajakta P](mailto:prajaktap@axioned.com), UX/UI Designer (aka Axioned.com Creative Director)

## Axioned Sales/Marketing Materials:

<https://drive.google.com/drive/folders/0B9KzpG4J3_sNazJvOTE3RWFJLTg>

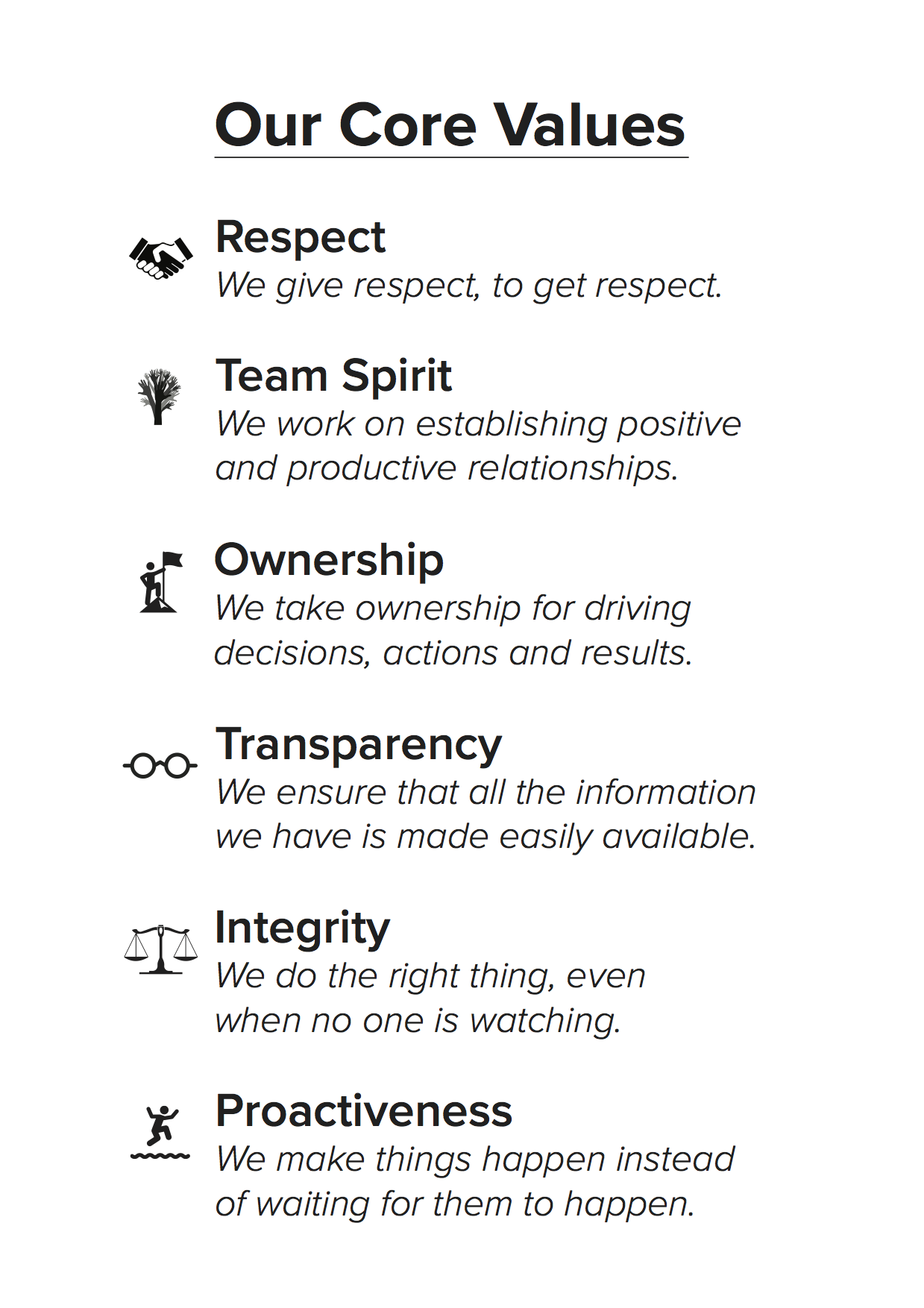
^Access to this folder is somewhat limited. For access post in Slack/#general

# Axioned’s Core Values:

**When we use the expression “Axioned’s Core Values” we mean: the behaviours, attitudes and standards we would like each and everyone of us to:**

* Value in our colleagues
* Use as our “guiding light” for how we should behave and operate in the Axioned workplace/with others
* Compare ourselves against, at all times, no matter how Junior and/or Senior we may be

The dictionary definition of “values” that we’re referring to here is: “principles or standards of behaviour; one's judgement of what is important in life.” Synonyms: principles, moral principles, ethics, moral code, morals, moral values, standards, moral standards, code of behaviour, rules of conduct, standards of behaviour.



Axioned has 3 Core Values. They are:

1. Core Value #1: Respect:
2. Core Value #2: Teamwork:
3. Core Value #3: Ownership:

## Core Value #1: Respect

**“We respect our work & the people we work with.”**

**Respect your role. Respect your work. Respect your clients and team-mates.**

* Do you know what’s expected of you? Do you ask questions? Do you know why you’re doing what you’re doing? Do you know why your peers/manager(s)/client(s) have these expectations? Have you taken the time to find out why? Knowing why you’re doing what you’re doing is a sign of respect for your role, your work, your clients, and your team-mates.
* Do you do your role/work, well? As measured by who? As exemplified by what actions/outputs? Do you know? Have you asked? Be curious/ask questions and solicit feedback (team mates, managers, clients). Use such exchanges to learn and grow. Taking ownership of your own learning and growth path is a sign of respect for your role and your work - and (most importantly), yourself.

**Respect everyone’s differences:** Treat each person with the same respect that you yourself would like to be treated, no matter how different they are from you, in terms of how they look, speak, think, act, etc. (This is often referred to as "The Golden Rule".)

**Respect other people’s ideas and expressions:** Listen to other's questions, answers, ideas, opinions, and advice with an open mind, even if you already know the answer or don't agree with them. Show respect by giving them the benefit of “hearing them out”. Know that when someone is communicating with you ensure that THEY can clearly observe that you respect what they have to say through your facial movements (or lack of), body language and communication skills.

**Be mindful of your words:** Words can be very powerful. Words can be incredibly disrespectful if used improperly. Words can also be incredibly respectful if used properly. Think carefully about what you want to say, and to whom. Avoid being disrespectful. Aim to always be respectful. **Good manners matter.**

## Core Value #2: Teamwork

**“We collaborate with others to understand the “why?” behind our work and to get the work done.”**

**T.E.A.M. = Together, everyone achieves more.**

1. Work effectively with fellow team mates, from all areas of the Company, to accomplish common objectives → **aka cooperate**.
2. Motivate others to meet mutual goals and objectives via personal relationships vs. authority (force).
3. Listen to, acknowledge and celebrate each team-mate early and often.
4. Keep morale high: Team members function best when their individual contributions to the team are recognized. This, in turn, leads to a strengthening of the team spirit among its individual members.
5. Keep communication lines open: Encourage frank and open communication among team members and management. Solicit ideas and suggestions from team members on ways to better achieve the team’s goals.

## Core Value #3: Ownership

**“We never pass the buck.”**

*pass the buck = shift the responsibility for something to someone else.*

1. In absence of authority - step-up and take charge/move things forward without waiting to be asked.
2. Proactively identify and take charge of clearing any dependencies - again, without waiting/asking.
3. Remain highly adaptable and accepting of constant challenges and changes.
4. Take ownership of our customers’ needs and being accountable for delivering the work/services we’ve agreed to do.
5. Share the work of colleagues and take joint ownership to complete it/ensure that the team delivers.
6. Know the in’s and outs of your project/work schedule. Know when something needs to be done, why it needs to be done, and why it needs to be done by a certain date. Own that schedule. Deliver ahead of schedule, or at least “on” schedule.

Living the Core Values…

As of 2021, we have also aligned out MVP Awards to be linked to our core values.

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## Axioned Guideline Principles:

[**https://docs.google.com/document/d/1rqHQuSe-ew4gkhvonR2aCYbnVpKSayI34qrPFBAN7oA/edit#**](https://docs.google.com/document/d/1rqHQuSe-ew4gkhvonR2aCYbnVpKSayI34qrPFBAN7oA/edit#)

**OR**

[**https://handbook.axioned.com/docs/playbook/guidingprinciples**](https://handbook.axioned.com/docs/playbook/guidingprinciples)

Axioned’s principles help align our culture and team to some core principles on how we actively do things here at Axioned. These go above and beyond our core values - and focus more on how we (individually and collectively) go about our days.

## ~~Axioned Wiki:~~

~~old/not in use~~ [~~https://sites.google.com/axioned.com/wiki/~~](https://sites.google.com/axioned.com/wiki/)

**Wiki Goals:**

* Ensure that the newest member of the Axioned team understands how to get things done the Axioned way: exceed Client expectations in terms of quality and timeliness. Client = Internal OR External Client.
* Ensure we DO NOT repeat the same mistakes/errors twice. Translate learnings into guidelines. Publish those guidelines HERE/in the Axioned Wiki.

# 2.0 Employee Assessment and Compensation

## 2.1 Employment Categories:

As an employee, you might fall within one of the four categories below:

1. **Trainee** Software Developer/Designer/Tester/PM**:** Employees who have been with the Company for **3 months or less** and are considered to be in-training/on-probation. Decision regarding promotion to Junior Software Developer/Designer/Tester/PM will be based on employee’s everyday behaviour and performance plus Management’s discretion.
2. **Junior** Software Developer/Designer/Tester/PM: Employees who have been with the Company for **more than 3 months but less than 12 months**. Decision regarding promotion to Software Developer/Designer/Tester/PM will be based on employee’s everyday behaviour and performance plus Management’s discretion.
3. Software **Developer/Designer/Tester/PM**: Employees who have been with the Company for: **more than 12 months but less than 24 months**. Decision regarding promotion to Senior Software Developer/Designer/Manager will be based on employee’s everyday behaviour and performance plus Management’s discretion.
4. **Senior** Software Developer/Designer/Tester/PM: Employees who have been with the Company for **more than 24 months.** Decision regarding promotion to ‘Senior’ will be based on employee’s everyday behaviour and performance plus Management’s discretion.

## 2.2 Employee Assessment

Assessment of your **behaviour, skills** and **performance** takes place throughout the year, by your various peers (up, down, and across).This assessment is also used in determining an individual’s compensation structure.

If you wish to get further feedback on your behaviour, skills or performance proactively as your peers (up, down, and across).

### 2.2.1 Performance Review Process (PRP):

Performance Review Process (PRP), is designed to support each of you in performing at your "peak" and WOW'ing your fellow team-mates and clients. This PRP intends to facilitate conversations between you and your Line Manager towards conquering your goals and development needs and constantly clarifying what it takes to WOW your team-mates and clients. Please find further details, here: [Axioned's Performance Review Process (PRP)](https://docs.google.com/document/d/10RB6l7UYYZQARridtcO5sY1eBovpo9Jp_TjrpmR4XAM/edit).

## 2.3 Internal Job Posting (IJP):

**What is “Internal job posting (IJP)”?** It's an arrangement whereby we announce open positions (with the associated job description and R&R), and invite applications from existing Axioned team members.

**Don't think you're ready for the position?**

Before you "bow out", read here:

* [Is It Ever Okay to Apply for a Job if You're Underqualified?](https://www.glassdoor.com/blog/is-it-ever-okay-to-apply-for-a-job-if-youre-underqualified/)
* [Feeling Underqualified](https://theundercoverrecruiter.com/feeling-underqualified/)
* [Actually, You Should Apply For Jobs You're Not 100% Qualified For](https://www.forbes.com/sites/dailymuse/2016/08/01/actually-you-should-apply-for-jobs-youre-not-100-qualified-for/#1a1841515f58)

**Further details re: the IJP application & selection process....**

1. Applicants will be accepted between a certain date period, specified on email.
2. Applicants should apply via email to the email address specified with the appropriate subject line + their answer to: (Whatever interview questions are decided for the role.)
3. Decisions will be made between a certain date period, specified on email. To make our decision, we may require an in-person interview (TBD) before and/or during this date range.

*Any adjustments to this process - as well as further updates - will be announced publicly on the same email chain as the IJP announcement.*

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## 2.4 Axioned Testing Honour Code:

*All members of the Axioned team are expected to strictly adhere to the Axioned "Testing" Honor Code:*

**For a Test or Evaluation:**

1. I will not engage in any activity that would dishonestly improve my test results.
2. I will not copy/paste answers from the Internet (unless I can explain, clearly, in my own words, why the solution I’ve “copied” works).
3. I will not copy/paste someone else's answer.
4. If I can NOT answer the test question by myself (without help from the Internet or someone else) I will not partake in the test.
   1. (*Re: “Help from Internet”: If the test-taker can Google/find an answer (e.g. on StackOverflow or elsewhere) that helps them PROBLEM SOLVE, that’s fine. As long as the test-taker’s solution meets the test’s/evaluator’s expectations AND the test-taker can clearly explain, in their own words, WHY the solution they’ve used works.)*
5. I will not give my answer to someone else. In other words, I will not negatively impact the education of someone else.

## 2.5 Peer Feedback & Townhall MVP Award:

* **We also aim to WOW our fellow team-members - up/down/across - all directions! (Re: How to WOW a team-member? See** [**Client Feedback (WOWing Clients)**](#_8rl7k2vlot76) **- same rules/approaches apply!)**
* We consistently survey your peers for feedback on your performance and overall contribution to, and support for, the wider team.
* We also encourage team members to set up their profile on the [Matter App](https://app.matterapp.com/workspaces/796), our tool of choice for 1-to-1, direct feedback among our team members.
* You can also use the #thanks channel to give people shout-outs and appreciations (with or without the Matter App)
* Each month during the Townhall Award, we announce the “Most Valuable Players” (MVPs).

## 2.6 For Questions Related to your Monthly Salary:

* Salaries are paid within the first working week of each month either through direct debit or by cheque.
* During your first month of employment HR will encourage you to open a ‘Company Salary Account’ with HDFC. An appointment will be organized when you join.
* Any questions regarding your salary payment, salary slip, salary details and/or compensation structure should be emailed to BOTH [accounts@axioned.com](mailto:accounts@prdxn.com) and [hr@axioned.com](mailto:hr@prdxn.com). You’re welcome to cc’ Anurag as per your comfort level.
  + Please address your email to Sandip and Jacinta. E.g. "Attention: Sandip & Jacinta"
  + Please use a subject-line similar in nature to the following suggestion: [Your Name] - Salary-related Questions.
  + Within the body of your email, please layout your questions. And feel free to reference/link to relevant documents.
* Please expect a max. of 2-3 working days for Jacinta and/or Sandip to reply to your question/email to confirm "receipt" and "acknowledgment".
* Please expect a max. of 10 working days for Jacinta or Sandip to give you an answer and/or resolve your inquiry.  
   IF you do not get an answer that's satisfactory and/or you feel your issue is not resolved within 10 working days, please escalate to management@axioned.com.
* Please don’t hesitate to ask questions/email your questions as requested above.

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# 3.0 Office Timings

## 3.1: Timings

**Last updated:** May 31, 2022

**Core Working Hours (Axioned India):**

| **During Training (Trainees/Freshers)**  Core Working Hours | **Post Training & Experienced**  Core Working Hours |
| --- | --- |
| Monday to Friday, 10am to 7.30pm IST   * Trainees (8.5 hours) | Monday to Friday   * Experienced (7.5 hours) * Freshers post training (8.5 hours)   If you’re on an active project/engagement:  Your Core Working Hours (7.5 hours) = Agreed to by/between you and your team-mates / Project Manager.  If unclear, request clarity. |
| Saturday, Flexible (4.5 hours) | N/A |

**Office Opening Hours:** The office will be open for attendance during the hours of 10am and 9:30pm. We strongly encourage everyone to leave the office by 9pm unless due to exceptional circumstances. See [Late Office Hours:](#_cb3mowkb8zz)

**Axioned Working Model Definitions (Axioned India):**

* **WFO (Working from office)**
  + Working from office, all working days
  + You’d still be able to make WFH requests (for one-off, or ad hoc, etc)
* **Hybrid (WFO & WFH)**
  + Our expectation is to see you in-person, in the office, at least 2-3 days/week
  + We strongly encourage 3 days
  + 2 days a week in office for everyone: Monday and Friday
* **WFH (Working from home)**
  + Working from home, most working days
  + These include team members who have been on-boarded remotely or whose requests for WFH (temporarily or permanently) have been reviewed and approved by their Buddy or Line Manager, and Management

**Summary:**

| **Axioned Working Model Definitions (table)** | **Fresher** | **Experienced** |
| --- | --- | --- |
| **During training and/or probation** (usually 3 months) | WFO (Work from Office), 5 days/week | Hybrid, 2 days/week - Monday & Friday |
| **Post completion of 1.5 yrs (18 months)** | Hybrid, 2 days/week - Monday & Friday | Hybrid, 2 days/week - Monday & Friday |

**Expectations when you’re WFH (working from home):**

* Please ensure that you understand when you need to be available/accessible to your team
  + If you are unclear with what this means, ask your project team or ultimately your buddy/manager/project manager
* If you’re struggling with infrastructure/connectivity issues, frequently (during Core Working Hours), please arrange to work from the office (WFO)
* Be suitably available and responsive on Slack/Gmail/phone during Core Working Hours

**Leverage off the Power of WFO:**

* We believe in the power of WFO (work from office) time, where people are working together under the same roof
* Work is a place for everyone to establish and build relationships; relationships that will serve you both personally and professionally
* We all benefit when we're able to help/support the learning/growth of others; both the giver AND the receiver benefits. And we all learn through giving/receiving. Making this "learning" exchange happen remotely requires significant disciplined and intentional efforts (for both the giver/receiver) which is often quite difficult, and often much easier in an in-person/in-office environment.

**November 2022 WFO/Hybrid/WFH Updates:**

**#1, Anyone less than 1.5 years (18 months) is required to be in the office 5 days per week - Monday to Friday.**

- WFH is an option in case of emergency/medical needs, as per pre-pandemic terms - i.e., we expect a call to the office to notify, medical certificates as deemed necessary, etc.

- This expectation does not apply to remote hires.

- Anyone who feels they should be exempt should get in touch with me/Sandip directly via [9819926773] to discuss.

**#2, We expect everyone else to come to the office (WFO) at least 2 days/week.**

**We expect everyone to observe the same 2 days at minimum: Monday and Friday.**

Why? See below.

**#3, Buddies:**

- Like everyone else, all Buddies must be in attendance on Monday & Friday

- Either Monday or Friday needs to be the weekly Buddy meeting with Trainees. We will be in touch to ensure that this happens starting the week of November 14th.

## 3.2 Biometric System Rules (WFO):

**Applicable when working from office scenario:**

1. A member of HR or IT/Admin will set you up with Biometric system access, if you do not have one and are planning to opt to work from office for some days, please contact HR team/Dhini (dhinis@axioned.com)
2. If you are struggling, request immediate guidance from HR or IT/Admin.
3. **Each employee is required to use the Biometric system as follows** *(regardless of whether or not someone has the door open for you)***:**
   1. When you ENTER the office (IN time)*.*
   2. When you EXIT the office (OUT time)*.*

## 3.3 Office Timing Notifications - WFO AND WFH:

1. If you are delayed in reaching the office, and/or delayed in logging to the office remotely/from home, at least 1 hour in advance, you must:
   1. Personally CALL or MSG your Manager/Buddy and respective Project Managers.
   2. You can Send an SMS ON - [9967247430](tel:9967247430) Whatsapp Axioned number, Email to [hr@axioned.com](mailto:hr@axioned.com), and/or call HR on either of following numbers

* [996 724 7430](tel:9967247430)
* [835 683 3026](tel:8356833026) - JIO

1. Here is the link for Axioned contacts: [TEAM DETAILS: Axioned India (Owner: HR Team)](https://docs.google.com/spreadsheets/d/1mKDr3lZEKLBBBbyJthTyuuQAzZHhLyhuHMZFgC109tQ/edit#gid=0) *(Note: Everyone at Axioned has default access to this).*

## 3.4 Additional Guidelines re: WFH/WFO Behaviours:

1. **Learning to Learn:**
   1. **In-office (WFO): When/if possible take advantage of in-person learning experiences:** Come to the office in-person to expand your knowledge (learn from others, in-person), get better at your profession (through applying yourself and your knowledge), and ideally contribute to the education/learnings of others in-person also.
   2. **WFH:** Find alternative ways to learn from others. Get to know them via a Zoom call. Or ask your Manager to set-up a group Zoom for you/your peers - for you to meet, get to know each other, share/discuss problems/scenarios you’re struggling with, LEARN FROM EACH OTHER!
   3. Use Slack [#help](https://join.slack.com/share/zt-ok2gxcfp-qx3ZilFXAOqfLGQecKbypw) channel.
2. **Brainstorming and Finding Solutions:**
   1. **In Office (WFO):** Most of our team is WORKING TOGETHER to brainstorm, solve problems, and get things done; often it’s far more efficient to be in the same office - at the same time - in order to do this. See 1.3 CORE VALUES - CORE VALUE #2 “Cooperation & Teamwork”.
   2. **WFH:** Find alternative ways to brainstorm and find solutions. Set-up a Zoom call meeting with the folks you feel will help. Or ask your Manager to advise/support you in figuring out “who” those folks should be. Or ask via Slack #help for folks to join a call and/or answer your question.
   3. Use Slack [#help](https://join.slack.com/share/zt-ok2gxcfp-qx3ZilFXAOqfLGQecKbypw) channel.
3. **Axioned IT Support for WFH:**
   1. During work from home (WFH), if you're facing any situation related to any kind of technical glitches, or IT related issues, which is hampering your work or meetings in any way, please contact the IT team (Sagar B and or Ismile) via Slack channel - [#it-support](https://join.slack.com/share/zt-olhe4xsy-WtRxkyRIDv1NdebSXLVb7Q) - immediately.
   2. If at all there is a delay in response and/or you're not getting the response you need, you can also email [ITAdmin@axioned.com](mailto:ITAdmin@prdxn.com).
   3. Note: For those who do not have a home office set-up that’s conducive to working efficiently and effectively, it’s often best to come to the office, if and when that’s an option (i.e. outside of a pandemic lockdown!)
4. **Zoom and Google Hangout Meeting Etiquette:**
   1. Click here: [REMOTE MEETING ETIQUETTE](https://drive.google.com/file/d/1XAfMEhvL6ovydBNmbGqSfgNuP-DMHumO/view) **(zoom in!)**
   2. If anyone wishes to request edits this image (or create any other guideline related images) then they can contact [design@axioned.com](mailto:design@axioned.com)

## 3.5 Late Office Hours (WFO):

Axioned requests that all members of the team, male and female, work together to ensure that our fellow female team members can leave the office on or before 9pm IST. This can be done through proper project planning, communication and time management, by all involved, independent of gender.

**Prevention options include:**

1. Proper project planning, communication and time management, by the Project Manager and all team members (male and female).
2. Proper meeting planning & meeting management. In general, any meeting without an agenda, goal or timekeeper, any last minute meeting requests, especially late in the day/night should be questioned. If such behaviour is observed on a frequent basis, this should be escalated without delay to Management.
3. **Allowing team members (male or female) to work from home during certain hours (e.g. post 9pm IST), if urgent work is still required.**
4. Team members can come as early as 9.30am IST to get their work done earlier in the day. If they require other team members to support them, earlier in the day, then this would require upfront planning and communication by both the PM and respective team member(s).

**If circumstances absolutely require a female team member to be in the office later than 9pm IST, then the following guidelines apply:**

**Her Project Manager(s) - or Manager\* - will be responsible for:**

1. Remaining in the office until she leaves OR assigning this "support" responsibility to someone else, Senior-enough and/or suitable enough (given the task she's being held back to complete), to oversee. The later requires upfront planning and communication by all involved.
2. Ensuring that she has the necessary support from others to complete the task that she’s staying post 9pm IST to do. This requires upfront planning and communication by both the PM and the respective female team member.
3. Ensuring that she does not leave via rickshaw, bus or train.
4. Working with her to arrange an Uber/Ola cab (whereby her trip can be tracked) to get to her desired destination. Either via her phone and/or the PM’s/Manager’s phone. *Trip expenses will need to be reported into HR/Admin.*
5. Tracking her trip and confirming that she’s reached her destination.

**The concerned team member will be responsible for:**

1. Ensuring that she has the necessary support from others to complete the task that she’s staying post 9pm IST to do. This requires upfront planning and communication by both the PM and the respective female team member.
2. Ensuring that she does not leave via rickshaw, bus or train (aka informal transport).
3. Ensuring that the trip to her desired destination can be tracked (e.g. via Uber or Ola) by her PM and/or Manager.
4. Confirming that she’s reached her desired destination by sending an SMS and/or calling her PM and/or Manager + emailing HR/Sandip.

## 3.6 Early Login/Early Leave/Late Login

Although there are core working hours, there are times when we might need some flexibility in one-off situations. Maybe there is a family function, or a birthday celebration or you are hoping to beat the traffic around Visarjan .

While we don’t want to overly orchestrate this too much and offer as much flexibility, we do feel some guidelines around this is necessary (for your fellow team members and clients).

* The threshold of **upto 2 hours** is fine in most cases - as long as it is adequately informed to your fellow team member **(before 11AM IST)**
* Just email to [leave@axioned.com](mailto:leave@axioned.com) and your project group(s) **after** you have discussed with your fellow team members/PMs

Any habitual or frequent use of these above and beyond its intended use will be looked at by the HR team. If you feel there are special cases or conditions that you want to discuss then please get in touch with [hr@axioned.com](mailto:hr@axioned.com).

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# 4.0 Leave Policy

## 4.1 Axioned Holidays:

A full list of [Axioned’s Holidays can be found here.](https://docs.google.com/spreadsheets/d/1ggFXEHIIG0fnJrhc0i-kYhyowLnaJ7CdZJIldSHDwLs/edit?ts=5a2fe308#gid=1002401751)

## 4.2 Vacation Leave:

*At all times, you should know where you stand in terms of your vacation and/or sick leave allowance and utilization. If you do not, ask HR.*

* **Employees LESS THAN 24 Months Complete/+:** 
  + Are allowed a **maximum of 12 vacation days per year from January to December.**
  + Please double check the “Prorated Vacation Days” table below, to determine your maximum allowed vacation days
* **Employees MORE THAN 24 Months Complete/+:** 
  + Are allowed a **maximum of 15 vacation days per year from January to December.**
  + NOTE: If you are an EXPERIENCED hire, and have more than 24 months (or more) working experience prior to joining Axioned, you fall into this bracket of vacation days allowance.
  + Please double check the “Prorated Vacation Days” table below, to determine your maximum allowed vacation days.
* **Trainees:** 
  + Cannot take vacation leave during the probationary period (first 3 months of employment).
  + Trainees who have been with the company for less than 12 months may not use more than 5 vacation days during a single leave request. Any decisions made to adjust this will be done at the discretion of the employee’s Manager & HR.

**Prorated Vacation Days**

|  | **Employees LESS THAN 24 Months Complete/+:** | **Employees MORE THAN 24 Months Complete/+:** |
| --- | --- | --- |
| **Month of Hire** | **Maximum Allowed Vacation Dates** | **Maximum Allowed Vacation Dates** |
| January | 12 | 15 |
| February | 11 | 14 |
| March | 10 | 13 |
| April | 9 | 11 |
| May | 8 | 10 |
| June | 7 | 9 |
| July | 6 | 8 |
| August | 5 | 6 |
| Sept | 4 | 5 |
| Oct | 3 | 4 |
| Nov | 2 | 3 |
| Dec | 1 | 1 |

### 4.2.1 Vacation Leave - Requests/Notice Period:

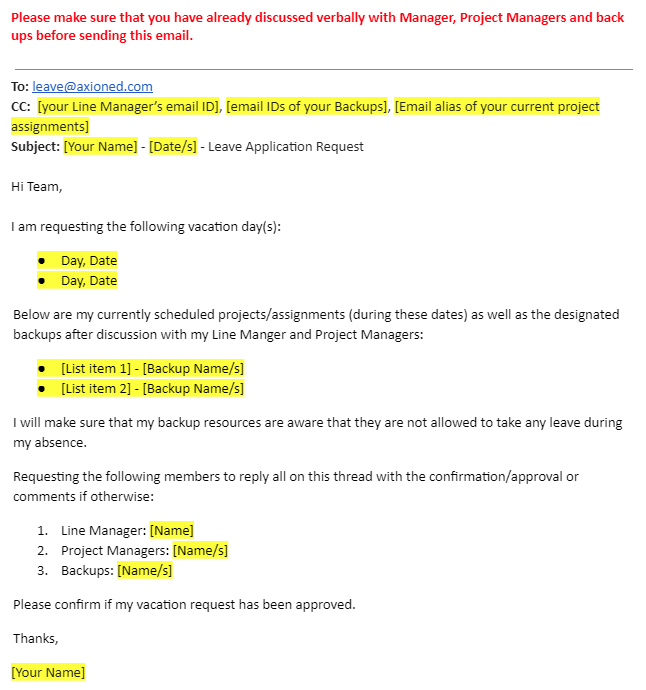
**NOTICE PERIOD REQUIREMENT:**

* Employees looking to take vacation for a total of 0 to 15 days - dependent on their vacation leave balance - are required to submit a request to their Manager, concerned team members, and [leave@Axioned.com](mailto:leave@prdxn.com), [projectmanagement@Axioned.com](mailto:projectmanagement@prdxn.com) and [hr@Axioned.com](mailto:hr@prdxn.com) **AT LEAST TWO (2) weeks (14 working days) in advance.**
  + Employees looking to take vacation for a total of 15-19 days or more - dependent on their vacation leave balance - are required to submit a request to their Manager, concerned team members, and [leave@Axioned.com](mailto:leave@prdxn.com), [projectmanagement@Axioned.com](mailto:projectmanagement@prdxn.com) and [hr@Axioned.com](mailto:hr@prdxn.com) **AT LEAST 1 CALENDAR MONTH in advance.**
* Employees looking to take vacation for a total of 20 days or more - dependent on their vacation leave balance - are required to submit a request to their Manager, concerned team members, and [leave@Axioned.com](mailto:leave@prdxn.com),[projectmanagement@Axioned.com](mailto:projectmanagement@prdxn.com) and [hr@Axioned.com](mailto:hr@prdxn.com) **AT LEAST 2 CALENDAR MONTHS in advance.**

**HOW TO REQUEST:**

**Use the following email templates when requesting leave:**

* [Axioned - Leave Application Request Template](https://docs.google.com/document/d/1npo7MKtSOofjqFQPHoueJvc-vymGYobC9FAKURACxmI/edit) (Last Updated: April 29, 2022)
* *Note:* [*leave@axioned.com*](mailto:leave@axioned.com) *emails go to* [*projectmanagement@axioned.com*](mailto:projectmanagement@axioned.com) *and* [*hr@axioned.com*](mailto:hr@axioned.com)



**Your leave approval must be confirmed via email:**

From Management, your Manager, any PMs that you’re working with, and the backup resources you’ve identified.

From HR.

**Before you leave the office to take any leave:** You must send a “Leave Confirmation” email, AT LEAST one day before your leave starts.

### 4.2.2 Unused Vacation Leave:

Note: Please also see/refer to [44.8 Exiting Axioned / Leave Management](#_fhnxf3mtcuij)

**Unused Vacation Leave: Employees 6-17 MONTHS Complete:**

* Employees who have been with the company for 6-17 months complete, that do NOT use up their vacation leave within ONE calendar year:
  + Are eligible to carry-over a maximum of 5 days of unused vacation leave to the NEXT calendar year.
* *For example:*
  + At the end December 2015: Suresh has completed 17 months with the company and has 5 days (or more) of unused vacation leave. He is eligible to carry-over 5 days of unused vacation leave from 2015, to 2016.

**Unused Vacation Leave: Employees 18-23 MONTHS Complete:**

* + Employees who have been with the company for 18-24 complete, that do NOT use up their vacation leave within ONE calendar year:
    - Are eligible to carry-over a maximum of 10 days of unused vacation leave to the NEXT calendar year.
  + *For example:*
    - At the end December 2015: Suresh has completed 18 months with the company and has 10 (or more) days of unused vacation leave. He is eligible to carry-over 10 days of unused vacation leave from 2015, to 2016.

**Unused Vacation Leave: Employees 24 Months Complete/+:**

* Employees who have been with the company for 24 months complete/+, that do NOT use up their vacation leave within ONE calendar year:
  + Are eligible to carry-over a maximum of 15 days of unused vacation leave to the NEXT calendar year.
* *For example:*
  + At the end December 2015: Suresh has completed 24 months with the company and has 15 (or more) days of unused vacation leave. He is eligible to carry-over 15 days of unused vacation leave from 2015, to 2016.

## 4.3 Sick Leave/Unplanned Leaves

*Sick leave and last minute employee absences are major problems for organizations and businesses worldwide. These events disrupt teams, cause projects and training to fall behind schedule, and create stress for clients and fellow coworkers who are left to make up for the loss in productivity.*

* Sick leave should **only** be taken if you are **genuinely** sick.
* Employees are allowed a **maximum of 10 sick days per year from January to December.** Please double check the “Prorated Sick Days” table below, to determine your maximum allowed sick days.
* Employees who have been with Axioned for less than 12 months will receive a reduced number of sick days based on their hiring date until January of the following year. Check the month of hire in the “Prorated Sick Days” table below to determine your appropriate totals.
* Any absences beyond maximum sick days will be automatically deducted from your vacation leave allowance.
* Sick days do not carry forward to the next year and do not count towards unused vacation leave.

**Prorated Sick Days**

| **Month of Hire** | **Maximum Allowed Sick Days** |
| --- | --- |
| January | 10 |
| February | 9 |
| March | 8 |
| April | 8 |
| May | 7 |
| June | 6 |
| July | 5 |
| August | 4 |
| Sept | 3 |
| Oct | 3 |
| Nov | 2 |
| Dec | 1 |

### 4.3.1 Taking Sick Leave

* When taking leave, you must notify your manager, team members, [hr@Axioned.com](mailto:hr@prdxn.com), [projectmanagement@Axioned.com](mailto:projectmanagement@prdxn.com) and [leave@Axioned.com](mailto:leave@prdxn.com) via email unless you are physically unable to do so.
* A **legitimate and certified medical certificate** is required for any sick leave. Present this certificate directly to HR via email at [hr@Axioned.com](mailto:hr@prdxn.com) .
  + If no medical certificate is provided, leave will be deducted from your vacation leave allowance.
  + Medical certificates are not required if leave is related to discomfort and/or pain during your monthly period.
* If you feel that sick leave is being deducted from your vacation leave in error or that your circumstances require special consideration from management, escalate your concerns directly to [management@Axioned.com](mailto:management@prdxn.com) along with a **legitimate and certified medical certificate.**
* Project Managers and team members who notice sick employees working from home (during their sick leave) are encouraged to inform HR if they feel that sick leave should be waived for good behavior. Be prepared to provide supporting information which justifies this request.
* See additional terms and conditions related to [Stretch Leave, (4.10)](#_e6ozrj4s9ipa).

## 4.4 Last Minute Absences:

*Sick leave and last minute employee absences are major problems for organisations and businesses worldwide. These events disrupt teams, cause projects and training to fall behind schedule, and create stress for clients and fellow coworkers who are left to make up for the loss in productivity.*

1. If for whatever reason you are absent from the office without PRIOR notification, you must notify the office ASAP by sending an email to your Manager, concerned team members, [HR@Axioned.com](mailto:HR@prdxn.com) ; [projectmanagement@Axioned.com](mailto:projectmanagement@prdxn.com) and [leave@Axioned.com](mailto:leave@prdxn.com) along with notifying the office via: [9321896291](tel:%209321896291)/ [9967 247 430](tel:%209967%20247%20430)/ and [835 683 3026](tel:%20835%20683%203026)
2. If you are absent to accompany a family member to the hospital, you must produce a legitimate and certified medical certificate to HR.
3. Last Minute Absences (or requests for “half-days”) **will be treated by HR as Sick Leave** (see 4.3 above) independent of whether or not it’s related to sickness. Last Minute Absences will NOT be treated as Vacation Leave (see Vacation Leave - Requests/Notice Period (4.2) guidelines above).
4. **See additional terms and conditions related to** [**Stretch Leave, below (4.5)**](#_e6ozrj4s9ipa)**.**

## 4.5 “Stretch Leave”(aka Sick Leave and/or Last Minute Absences Around a Axioned Holiday/Approved Vacation Leave/Weekends):

1. **Any Sick Leave or Last Minute Absence taken before or after:**
   1. a Axioned Holiday (see 4.1 for Axioned Holidays); or
   2. Approved Vacation Leave; or
   3. Weekends - Saturday, Sunday…
   4. ***...will be treated as per the following Scenarios:***
2. **Scenario 1: Axioned Holiday = Monday.**
   1. Employee takes Sick Leave or Last Minute Absence on:
      1. Friday (prior to the Monday Axioned Holiday):
         1. Then Friday, Saturday, Sunday, and Monday = 4 days will be treated as a Last Minute Absence, see 4.4.
      2. Tuesday (after the Monday Axioned Holiday):
         1. Then Saturday, Sunday, Monday, Tuesday = 4 days will be treated as a Last Minute Absence, see 4.4.
3. **Scenario 2: Axioned Weekends = Saturday, Sunday.**
   1. Employee takes Sick Leave or Last Minute Absence on:
      1. Friday (prior to the Saturday, Sunday - Weekends):
         1. Then Friday, Saturday, Sunday = 3 days will be treated as a Last Minute Absence, see 4.4.
      2. Monday (after Saturday, Sunday - Weekends):
         1. Then Saturday, Sunday, Monday = 3 days will be treated as a Last Minute Absence, see 4.4.
4. **Scenario 3: Your Approved Vacation Leave = Friday, Monday, Tuesday.**
   1. Employee takes Sick Leave or Last Minute Absence on:
      1. Thursday (prior to the “Start” of your Vacation Leave/Friday):
         1. Then Thursday and the Saturday/Sunday in between = 3 days will be treated as a Last Minute Absence, see 4.4.
      2. Wednesday (after the “End” of your Vacation Leave/Tuesday):
         1. Then Wednesday and the Saturday/Sunday in between = 3 days will be treated as a Last Minute Absence, see 4.4.
5. **Scenario 4: Your Approved Vacation Leave = Tuesday, Wednesday, Thursday.**
   1. Employee takes Sick Leave or Last Minute Absence on:
      1. Monday (prior to the “Start” of your Vacation Leave/Friday):
         1. Then Monday and the Saturday/Sunday prior = 3 days will be treated as a Last Minute Absence, see 4.4.
      2. Friday (after the “End” of your Vacation Leave/Thursday):
         1. Then Friday and the Saturday/Sunday following = 3 days will be treated as a Last Minute Absence, see 4.4.
6. If any of the above incidents need to be dealt with differently, then it will be done so on a case by case basis, at the discretion of HR and Senior Management.

## 4.6 Excessive Leave:

1. If you are approaching a situation whereby your vacation and/or sick leave balance is 0 or about to reach 0, you will be notified via HR on email. If you do not know your leave balance, ask HR.
2. If your vacation and/or sick leave is 0:
   1. You will be notified via HR on email.
   2. Excessive leave will be deducted against your ***total leave (vacation and sick) allowance for the calendar year*** in question.
   3. Your salary will be deducted as follows for any day in excess of your ***total leave allowance (vacation and sick) for the calendar year***: Your salary per day \* multiplied by no. of excessive leave days *(in excess of your total leave allowance for the calendar year)* \* multiplied by two (2). Any exception other than above with regards to deduction in salary for excess leave taken will be done so on a case by case basis, at the discretion of HR and Senior Management.

## 4.7 Compensatory Day-in-Lieu / Half-Day-in-Lieu Policy (Working Weekends and / or Holidays)

*Axioned understands that urgent client requests often require additional time and effort to complete. That said, our desire and intent is to minimize these occurrences as much as possibly can. In these cases, employees may receive an approved day-in-lieu or half-day-in-lieu.*

### Requesting Approval for a "Day-in-Lieu" or "Half-Day-in-Lieu” (for Weekend/Holiday work):

The PM (in their email) must confirm that each individual has been asked to observe these weekend/Holiday timings NOT because they have in any way (throughout the project): been unacceptably slow in completing their assigned tasks; lacked the proper attention-to-detail; or lacked the appropriate time-management skills. If it is not because of this, the PM should make it clear how this request fits with the provisions of the SOW.

The Project Manager must send a formal email to HR and the Managers of each individual concerned to request approval for a "Day-in-Lieu" or "Half-Day-in-Lieu”. **The PM (in their email) must confirm the following details:**

1. Client Name
2. Project Name
3. Why does the team need to work over the weekend/holiday
4. (For each individual) Office Timings Observed (during the weekend/holiday).
5. (For each individual) Project-Related Tasks Completed (on their working Saturday or Sunday or Holiday).
6. (For each individual) Manager’s Name. (This person/s should be cc’d on this email.)

### Approval of a "Day-in-Lieu" or "Half-Day-in-Lieu” Request:

Requests will be approved by Anurag and HR (via a formal email) post confirming:

1. The request is fairly dealt/managed for on all parties (clients, team members, and the organization)
2. The individuals concerned have not recently (within the past one month complete) abused any biometric-expected-behaviours or "Office Timing" regulations (seen within this Handbook). See: Logging Your Time, Fixed Timings, Flexi Timings, Saturday Timings, Lunch Timings.

### Using / Exercising a "Day-in-Lieu" or "Half-Day-in-Lieu”:

We encourage our team members to avail these availed leave at the earliest. Getting adequate time-off is important for a healthy work-life balance. With that intent, we believe 2-month period is long enough to encourage folks to use this time-off. These leaves, will be valid for 2 months since the date of accrual.

1. In an ideal scenario (if possible), the PM could confirm when the team would be using that “day-in-lieu” when they are making that request (or soon after).
2. For all other scenarios, **the person availing can email**:
   1. To HR with the date(s) after the person has already discussed/taken approval from the PM(s)/backups.
   2. The PM(s)/backups need to be CC'ed.
   3. There is no minimum notice requirement for comp-off other than what your fellow team members are comfortable with.

## 4.8 Exiting Axioned / Leave Management

If you are in the process of exiting the company (voluntary or non-voluntary):

* Leave during this time may not be approved and/or will be canceled. Any decisions made to adjust this will be done at the discretion of Sandip & Anurag in consultation with the employee’s line manager.
* The employee handover process will be extended based on the number of days you have been out of the office during the notice period.

**Unused Vacation Leave:**

* Employees who are exiting the company are eligible to request an adjustment to their notice period based on unused vacation leave except for any Compensatory Half Days or Days-in-Lieu (comp offs) or leaves that have been carried over from a previous year (see [**“Unused Vacation Leave: Employees 24 Months Complete/+:”**](#tclh4dux4mwk))
  + Management will decide whether or not to approve or deny this request.
  + If denied: The existing employee’s unused vacation leave *(not including carry-overs, unless approved at the discretion of Sandip, Anurag & Libby with Finance’s approval)* will be cashed-out based on the daily equivalent of their base salary, with their full and final settlement.
* Compensatory Day-in-Lieu or Half-Day-in-Lieu (comp offs) will not be considered for cashing out unless approved at the discretion of Sandip, Anurag & Libby with Finance’s approval.
* Any adjustments to these guidelines shall be at the discretion of Sandip, Anurag & Libby with Finance’s approval.

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# 5.0 General Information & Do’s vs. Don’ts

## 5.1 General Workplace Do’s vs Don’ts

* The below outlines various workplace behaviours we expect you to exhibit as an Axioned employee. Read the following carefully and act accordingly.
* **General Workplace Do’s:**
  + Be respectful and courteous towards ALL others.
  + Do not let your “ego” get in the way.
  + Keep your voice at an acceptable level. A loud voice can be counter-productive for others who are trying to get on with their work.
  + Pro-actively and genuinely offer to sit with and help others if you think you can help make their job easier.
  + Dress appropriately for the office. Smart-casual.
  + Make sure you understand the Employee Handbook, Company Culture, and your Goals/Roles & Responsibility. If you have questions, ASK!
* **General Workplace Don’ts:**
  + Remember you’re being paid to work, so don’t engage in anything that you honestly know is not related to work/what is expected of you as an employee.
  + Avoid idle gossip or negative comments about fellow team-members.
  + Don’t get involved in any discussions that might have sexual, racial, or class-related overtones.
  + With regards to leave, staying late at work, salary discussions, office timings, email communication, or anything else that’s outlined within this Employee Handbook - don’t ASSUME anything. General rule: If you are unsure, check this Employee Handbook FIRST. If still unsure, ask a PM and/or check with Management.
  + SEE ALSO [UNACCEPTABLE BEHAVIOR](#_k269owlvffe1).

## 5.2 Employee Contracts and Documents

* Employee contracts are legal and binding documents.
* Employees should review their contracts in detail and abide by the instructions within their contracts. Failure to abide by your contracts will result in legal action.
* All signed contracts and employee documents will be filed and kept with our lawyers.

## 5.3 Company Property, Hardware, and Software

1. **All employees are required to follow these Guidelines: Setting-up & Maintaining Your PC:** [Axioned: PC Self-Maintenance](https://docs.google.com/document/d/1z-vkRFqOW5TR0fpXzZPpIPPRXQfRoVVkdHOTy4MmJGc/edit)
2. All software, code, information, etc. that resides on PRDXN.com, Axioned.com, Axioned Google Drive, Axioned Dropboxes/Trello/Basecamp, etc., Axioned GitHub & BitBucket accounts, Axioned testing accounts, and Axioned computers, is owned by the Company.
3. No information whatsoever (this includes emails, work, training material etc.) can be shared with anyone who is not an employee of the Company (this does not include clients) without the written permission from either Dev or Libby.
4. It is strictly forbidden to use the Company’s property, hardware, software, and/or intellectual property, for activities not related to Axioned. Employees who breach this rule are eligible for immediate dismissal and potential legal action (as per their employment contract).

## 5.4 Privacy and Security

* All employees are required to look after/keep their personal as well as Company-owned belongings safe and secure.
* Employees are advised NOT to leave any valuables (personal or Company-owned) unattended at any time.
* Private documents (salary slips, bank statements) **SHOULD NOT** be left lying on any desk, and **SHOULD NOT** be shared with fellow employees.
* Any communication between Management and an employee, in relation to the employee’s salary, compensation, behaviour, and/or leave, should be deemed as private.

## 5.5 Employee Concerns

* Employees should follow the [COMMUNICATION CHANNEL GUIDELINES](#_7jlrpjdtqub4) regarding any office-related concerns or issues (ranging from concerns regarding office supplies to salary inquiries).
* If you're male OR female, and you experience behaviour that concerns you, then you can report it immediately and anonymously via this form: <http://bit.ly/1KAhPzM>. *(Only Libby, Dev have access to the results of this form.)*
* SEE ALSO [UNACCEPTABLE BEHAVIOUR](#_k269owlvffe1).

## 5.6 Employee Referral Incentive

* **INCENTIVE FOR EMPLOYEES OF Axioned (INTERNAL REFERENCES):**

1. You are a full-time employee of Axioned. *(Be it for a few days, a month, etc. No time limit.)*
2. **TRAINEE HIRES:**
   1. The candidate you refer gets hired by Axioned. You will receive an “Employee Referral Incentive Bonus” of Rs/- 2,000 (This amount is given when the hired employees reports to office on his first day)
   2. The candidate you referred/who is hired, completes 4 months with the Company. You will receive another “Employee Referral Incentive Bonus” of Rs/- 2,000. (The 4 month’s completion calculation starts from the Date of joining, when the hired employees reports to office on his first day)
   3. **TOTAL: Rs/- 4,000.** To be presented as a check in the next Axioned Townhall.
3. **EXPERIENCED HIRES (who require 0/no training by Axioned):**
   1. The candidate you refer gets hired by Axioned. You will receive an “Employee Referral Incentive Bonus” of Rs/- 4,000 (This amount is given when the hired employees reports to office on his first day)
   2. The candidate you referred/who is hired, completes 4 months with the Company. You will receive another “Employee Referral Incentive Bonus” of Rs/- 6,000. (The 4 month’s completion calculation starts from the Date of joining, when the hired employees reports to office on his first day)
   3. **TOTAL: Rs/- 10,000.** To be presented as a check in the next Axioned Townhall.

* **INCENTIVE FOR NON-EMPLOYEES OF Axioned (EXTERNAL REFERENCES):**
* You are NOT full-time employee of Axioned. ***E.g. Friends/family members of Axioned employees; past employees of Axioned; people who do not make it through the Axioned interview process, etc.***
* **TRAINEE HIRES:**
  + The candidate you refer gets hired by Axioned. You will receive an “ Referral Incentive Bonus” of Rs/- 3,000.
  + **TOTAL: Rs/- 3,000.** To be presented as a check in the next Axioned Townhall Or organised otherwise (This amount is given when the hired employees reports to office on his first day)
* **EXPERIENCED HIRES (who require 0/no training by Axioned):**
  + The candidate you refer gets hired by Axioned. You will receive an “Referral Incentive Bonus” of Rs/- 6,000.
  + **TOTAL: Rs/- 6,000.** To be presented as a check in the next Axioned Townhall Or organised otherwise (This amount is given when the hired employees reports to office on his first day)
* ***Note: The following behaviours are expected from Axioned HR during this process:***

1. You (an employee of Axioned) should be aware of what positions Axioned is actively hiring for, at all times. *If you are not, please send a polite email to* [*HR@Axioned.com*](mailto:HR@prdxn.com) *requesting details.*
2. Any candidate referred by a Axioned employee should be treated by Axioned as a priority candidate and contacted by Axioned within 48 hours post receipt of their details.
3. You (the “referrer”) should be kept informed by Axioned (via email) on (at least) a weekly basis regarding “where” in the recruitment and hiring process, the candidate you referred, stands.
4. You (the “referrer”) should receive your bonus according to step #4 above.
5. If you, or your referred candidate, feels there is any mismanagement or mistreatment of your referral during the recruiting/hiring or “Employee Referral Incentive Bonus” process, then please escalate in a timely and polite fashion to [hr@Axioned.com](mailto:hr@prdxn.com).

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## 5.7 Recognizing and Reporting Unacceptable Behaviour

* **Note: Core Value incidents are vastly different from Unacceptable (Non-Negotiable) Behaviour Incidents. For** [**Core Values**](#_1w64sp1tkbce)**, please see above.**
* Anyone who exhibits Unacceptable Behaviour will be either given a warning letter OR face potential immediate dismissal, depending on the incident and severity.
* You can report unacceptable behaviour **immediately** and **anonymously** via this form: <http://bit.ly/1KAhPzM>. *(Only Libby, Dev, and Sandip have access to the results of this form. If you do not wish to use this form, or you are concerned with the behaviour of either of these three individuals, then please escalate it a person in the company that you are comfortable in escalating it to.)* ***IF YOU DO NOT GET A RESPONSE TO YOUR FORM ENTRY WITHIN 3-4 BUSINESS DAYS, ESCALATE IN PERSON TO THE HEAD OF HR (and/or Libby or Dev).***
* If you feel the organisation is NOT acting swiftly enough on such Unacceptable Behaviour, then you are requested to escalate your concerns directly and **IN PERSON** to the Head of HR and/or Management and/or someone that you trust will swiftly inform the Head of HR and/or Management.
* **Please note that the following is a non-exhaustive list of unacceptable (non-negotiable) behaviour towards fellow Axioned colleagues.**
  1. No one should - towards any individual or group of individuals:
     + aggressively and consistently bully (rag)
     + aggressively swear
     + make threats
     + verbally or physically abuse
     + make derogatory remarks
     + exhibit derogatory actions *(actions that deliberately make someone else feel “small”)*
       - *Note: Physically pinching and/or slapping/hitting, in response to a “mistake” or “error” is NOT appropriate.*
     + be deliberately rude
     + *Inflammatory statements and unsubstantiated allegations are also unacceptable.*
  2. No one should be making sexual or sexist related remarks that could make a reasonable individual feel uncomfortable. *(Test: Would your sister/mother/brother/father be uncomfortable if THEY were at the receiving end of such a remark? Then don't say it.)*
  3. No one should be commenting or joking about someone's sexual preferences.
  4. No one should be using sexual preference related terms (e.g. "Gay") in a derogatory aka negative way.
  5. Sexual harassment - towards a woman or man - will not be tolerated. Some examples of behaviour that may be sexual harassment include:
     + Sexually suggestive comments or jokes
     + Intrusive questions about your private life or physical appearance
     + Inappropriate staring or leering
     + Unwelcome hugging, kissing or cornering or other types of inappropriate physical contact
     + Sexually explicit text messages, images, phone calls, emails, Slack messages, etc.
     + Note: The office is not the place to pursue your love interest like a Bollywood hero. If it's not consensual it's certainly NOT appropriate.
  6. If someone is pestering you on Slack (elsewhere) with comments that make you feel uncomfortable - either about your looks and/or what you’re wearing, etc. - then escalate to HR as Unacceptable Behavior.
* **ADDITIONAL UNACCEPTABLE BEHAVIOR DETAILS:**

1. If a fellow employee does something DELIBERATELY HARMFUL to make you cry, then that's not acceptable and will be defined as "Unacceptable Behavior". The employee who exhibited such "deliberately harmful" behavior will be dealt with as per the first point mentioned above: Anyone who exhibits Unacceptable Behavior will be either given a warning letter OR face potential immediate dismissal, depending on the incident and severity.
2. Deliberately harmful behavior could look like the following: Someone…
   * + Using deliberately abusive language or gestures, designed to elicit a strong negative reaction and/or make you cry
     + Demanding you to do something that would not be demanded of another - male or female - in the same position
     + Demanding you to do something that you know conflicts with the rules and behaviors outlined herein/within this Employee Handbook and/or your Employment Agreement

* **Please support the organisation with the following:**
  1. Do not silence anyone - independent of gender - who speak up about Unacceptable Behavior(s)
  2. Do not belittle anyone - independent of gender - who speak up about Unacceptable Behavior(s)
  3. Too often many quickly blame/judge the “reporter” of an incident, aka the person on the receiving end of the harmful behavior. That’s not right. Let the following guide our behavior: *"Do not tell the person at the receiving end of harmful behavior “don't do this/don't do that”; teach the person who is inflicting the harm to behave."*
  4. Support us in ensuring we correctly deal with and manage anyone - independent of gender - who showcases borderline or outright sexual harassment.
  5. Report ASAP - to HR and/or Management (or whomever you’re comfortable in escalating to)- if/when anything that is either borderline or outright Unacceptable Behavior is reported.
* **Axioned Equal Opportunity Policy:** Axioned is committed to providing equal opportunities in employment and creating an inclusive work environment. [Please refer to this link of the policy doc](https://docs.google.com/document/d/1KqFma08Nu30NS9cQ1hSHtF9-qNggaovgUr0wl_UpWfo/edit#heading=h.o4yt9nxwj1za).

## 5.8 Prevention, Prohibition, and Redressal Act 2013. Internal Complaints Committee

* The Internal Complaints Committee for harassment of any sort, verbal or physical, shall be immediately reported to the committee consisting of the following members:
  + Chairpersons: Deepa Dand, Sandip Bhise
  + Committee Members: Sangeeta, Dhini, Jacinta.
  + Women’s Committee Members: Sangeeta, Dhini, Pratibha, Jacinta.
* The Internal Complaints Committee will take steps to reconcile the complaints to settle the matter.
* If you're male OR female, and you experience behaviour that concerns you, then you can report it immediately and anonymously via this form: <http://bit.ly/1KAhPzM>. Or directly/one-on-one to Sandip.

## 5.9 Office Environment & Supplies

* The following office environment and supplies should be available at all times to all employees:
  + Working and clean bathrooms/toilets
  + Toilet paper
  + Drinking water
  + Hand-washing water
  + Emergency medical kit
  + Emergency supply of sanitary napkins
* If anything is missing, it should be escalated immediately to [officeenvironment@axioned.com](mailto:officeenvironment@axioned.com)

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# 6.0 Communication Expectations & Guidelines

## 6.1 Usage of ‘Work Accounts’

* Your ‘work accounts’ include:
  + Gmail
  + Slack
  + GitHub
  + Asana
  + BitBucket
  + Basecamp
  + Zoho
  + (Other Accounts needed to conduct work.)
* Please connect with [ITAdmin@axioned.com](mailto:ITAdmin@axioned.com) if you want to...
  + Change the details (name/password) of any ‘work accounts’.
  + Add or chat with any outside contacts using your work accounts.

## 6.2 Non-Work Related Internet and Social Media Usage

* This means NOT accessing any recreational, social media or job-hunting sites during work hours (e.g. Facebook, Instagram, LinkedIn, Monster, etc.).

## 6.3 Slack & Google Chat/Hangout Communication

* Project/Team Slack, Skype or other chatsshould be used for ALL project/team-related communications.
* A member of Management or the PMO team should be added to ALL Project/Team Skype/Slack/Teams chats.
* We like to keep most of our Slack channel public however we understand that some conversations need a smaller audience and need for some privacy especially with respect to sensitive topics. All formal work related private channels need to have at least one member from the Management team.
* All Slack, Skype or other chats (personal or otherwise) are the property of Axioned.

## 6.5 Communicating Urgent/Time Conscious Matters

**If you need to communicate something urgently or timely to a fellow employee, Management, or Client,** ensure you use:

* **Priority #1: In person chat (if you ARE both in the same location):**
  + *Remember, Developers often “get into the zone” or people “mute” Skype or Email so that they can focus. So if you need an urgent or timeline answer/confirmation, instigate an in-person chat.*
* **Priority #2: The phone (if you’re NOT in the same location):**
  + For employee or Management:
    - Call the office phone
    - Call the person’s cell phone
  + For Client:
    - Call the Client’s cell phone
  + *Remember, the person you are trying to communicate to might not be at their desk to see Skype or see Email. Hence, for something urgent or timely, the phone is a must.*
* **Priority #3: Slack and/or GChat**
* **Priority #4: Email**

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## 6.6 Non-work Related Communication

During working hours, you must limit all non-work related communication.

* This means limiting:
  + Personal phone calls.
    - In case of an emergency, it is preferred that you request people to call you on the office number (in HR’s room), or you request HR’s permission to step out to make the return call.
  + SMS, What’sApp, or other non-work related chat-clients.
  + Personal email accounts.
  + Usage of phone browsers for personal usage.
* In general, be ultra conscious of your phone behaviour and how it might annoy or impact those around you. (Especially how your behaviour might impact those who ARE diligent with regards to the above, and do act out of genuine consideration for others.)

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## 6.7 Quality of Written Communication

Employees must, to the best of their ability, follow Axioned’s guidelines with regards to the punctuation and grammar used, for all emails, Skype chats, and documentation. **See/click** [**here**](https://drive.google.com/drive/folders/0B9KzpG4J3_sNTkhnUTAtVGlqb2M?resourcekey=0-wP_iDhPilbGItUQ8jH_gQA)**.**

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## 6.8 Communication Channel Guidelines

*We expect everyone in the organisation to be going to their Manager (or Buddy) re: any concerns they have related to their projects, their training or the workplace in general.* ***Salary concerns can/should be reported directly to the Head of HR/People Operations, Sandip B.***

*(Note: Managers and Buddies are the FIRST "go to" person for any concerns their Direct Reports/Trainees have related to their projects, training or the workplace. And everyone SHOULD have a - and know their - Manager/Buddy relationship as per the* [*Axioned TEAM sheet*](https://docs.google.com/spreadsheets/d/1mKDr3lZEKLBBBbyJthTyuuQAzZHhLyhuHMZFgC109tQ/edit#gid=0)*.)*

**IF you have a concern regarding:**

* **a project you're on,**
* **your training,**
* **anything related to the workplace (people, processes, this Handbook, salary, etc.),**
* **people you’re working with,**
* *etc.*

1. **Set-up/arrange time to speak and discuss with your Manager/Buddy.** 
   1. Ask them what time works.
   2. Give them an indication of what you want to discuss.
   3. Put it on your calendar(s) - Google calendar. Aka formalise it.
   4. TAKE NOTES from your meeting and send them to your Manager/Buddy (and their Manager).

*For Example: Sachin reports into Atul. Atul reports into Abhijit.*

* *If I was Sachin, and I wanted to express a concern about something related to the workplace, I would speak with Atul and set-up a time to discuss.*
* *If I was Atul, and I wasn't sure how to handle/manage Sachin's concerns, I would escalate to my Manager (Abhijit) and I would tell Sachin that I've escalated his concerns to Abhijit.* 
  + *“Hi Sachin, I’m not sure how to handle this request. Let me discuss with Abhijit and get back to you by x/x/x? By when were you wanting an answer so I can determine how to prioritise?”*

1. **If your Manager/Buddy does not respond - for whatever reason - set-up/arrange time to speak and discuss with THEIR Manager** (or another Manager you feel comfortable in talking to, again, as per the [Axioned TEAM sheet](https://docs.google.com/spreadsheets/d/1CM1YY0yHa_eWLQBUfWZ9U_UZQYwi-pTKAqUhuV70g0w/edit#gid=0)).

*For Example: Sachin reports into Atul. Atul reports into Abhijit.*

* *If I was Sachin Y and I had done the above (#1), and I hadn't heard a response (even to reset expectations) in relation to the concern I expressed, I would escalate to Atul again, as well as directly and separately to Atul's Manager, Abhijit. (I might also escalate to another Manager I AM comfortable in talking to.)*
  + *“Hi Atul, Any further updates on our discussion regarding xyz on x/x/x?”*
  + *“Hi Abhi, I had discussed the following with Atul on x/x/x, but I haven’t heard any updates. I’ve escalated to Atul again. Can we also discuss?”*
  + *“Hi [other Manager’s name], I wanted to discuss the following with you….”*
* *If I was Abhijit (or the “other Manager”), and I wasn't sure how to handle/manage Sachin's concerns, I would escalate to my fellow "peer" Managers - e.g. Rahul and Vinit. I would also - as a side-note - mention to Libby/Dev re: what has been escalated/my thoughts on the matter.*

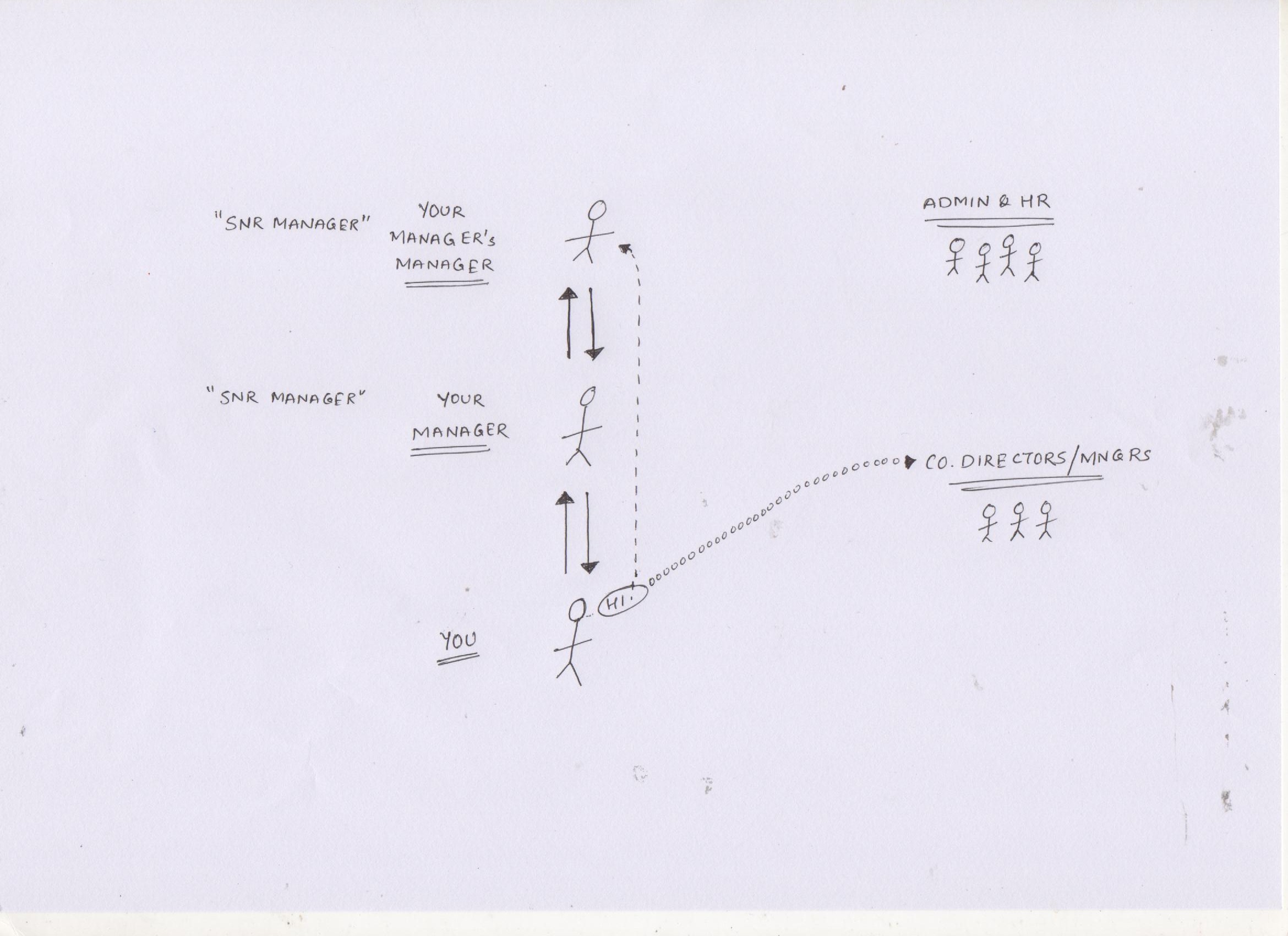
1. **(If you're still not seeing any responses or actions) Escalate to Anurag, Libby, Dev. If you're too fearful to do this via an in-person meeting, or you don't see them physically present, then email or Slack them.**

*For Example: Sachin reports into Atul. Atul reports into Abhijit.*

* *If I was Sachin Y and I had done the above (#1 and #2), and I hadn't heard a response (even to reset expectations) in relation to the concern I expressed, I would escalate to Libby/Dev.* 
  + *“Hi Libby, I had escalated my concerns to my Manager (Atul) and his Manager (Abhijit) regarding [details]. I haven’t heard a response - even to reset expectations - on this. Given the Company’s Communication Channel Guidelines, I thought it best that I notify you also.”*

**To try and illustrate the above, we’ve diagrammed out the following:**

* *The BOLD lines/arrows indicate frequent communication interactions expected.*
* *The DOTTED lines/arrows indicate the communication line between you and your Manager’s Manager, which is ALSO a communication channel option for you.*
* *The CIRCLE lines/arrows indicate the communication line between you and the Company (Co.) Directors/Managers (Libby/Dev), which is ALSO a communication channel option for you.*



**Final Notes:**

* No one wants to be “surprised” about anyone’s concerns “post fact” (i.e., post it being too late to address them). Everyone can use these communication channel guidelines and encourage others to use them. Also, direct access to Senior Managers, including Dev, Libby, is ALWAYS an option.
* If you're male OR female, and you experience behaviour that concerns you, then you can report it immediately and anonymously via this form: <http://bit.ly/1KAhPzM> . *(Only Libby, Dev have access to the results of this form.)*

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# 7.0 Saturday Guidelines for Trainees/Testing

* **Office Timings:** [See above](#3d1f2g8ynpne).
* **Issues with Test Instructions:** 
  + If in case you have any problem re: Saturday’s test (say psd’s are missing/or you are not able to understand the instructions properly) then please escalate as follows:
    - **For immediate action**, **escalate to your Trainee Reps.**
    - The Trainee Reps appointed (at max. 2) should also escalate to: ​buddies@Axioned.com​ and ​[management@Axioned.com](mailto:management@prdxn.com)​ (so that the issue can be prevented from happening again).
* **If there is any concern re: the temperature/conditions in the office:** 
  + **Fans:** 
    - All fans should be on and fully operational.
    - In case of any issues, for **immediate action**, call/WhatsAppHR (9967247430) and email Dev (dev@Axioned.com). Back-up: Sagar (9967247430). **Also escalate to your Trainee Reps.**
  + ***Any Other Concerns:***
    - For **immediate action**, call/WhatsApp HR (contact details above). **Also escalate to your Trainee Reps.**
    - The Trainee Reps appointed (at max. 2) should also escalate to [management@Axioned.com](mailto:management@prdxn.com) (so that the issue can be prevented from happening again).
* Office Windows: If you see a window open, close it.

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**8.0 Maternity and Paternity Policy**

Sunrise Digital Tech LLP (dba Axioned) is covered by the existing Maternity Benefit Act of 1961. Please refer policy in detail here: [Axioned Maternity and Paternity Policy for Axioned](https://docs.google.com/document/d/1ffBHO7o41Kx-RX4pAsJELZNhJLwGcOGDgNat4QO3qEU/edit).

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# Appendix:

\*Previous additional Core Values:

**\*\*\*As of September 2020, we’re choosing to focus on the above three values. We believe that the values below “fall-under” the above three values. And three are easier to remember than 6!\*\*\***

## Core Value #4: INTEGRITY: WE DO THE RIGHT THING, EVEN WHEN NOBODY'S WATCHING.

1. Integrity is doing the right thing, even when nobody is watching. The choice between convenient and what is right.
2. Integrity is being honest and ethical in all our interactions with employees, clients, consumers, vendors and the public.
3. Integrity is knowing and doing what is right.

BE COMMITTED: Set high standards for your behavior and stick to them, even in difficult situations.

BE COURAGEOUS: Stand up for what you believe is just and good.

BE HONEST: Choose words and actions that are sincere, not misleading.

1. A person who has integrity lives his or her values in relationships with coworkers, customers, and stakeholders. Honesty and trust are central to integrity. Acting with honor and truthfulness are also basic tenets in a person with integrity.
2. Integrity means following your moral or ethical convictions and doing the right thing in all circumstances, even if no one is watching you.

## Core Value #5: TRANSPARENCY: WE ENSURE THAT ALL THE INFORMATION WE HAVE IS MADE EASILY AVAILABLE.

1. Transparency is about being Honest. Don’t Fake It – If You Aren’t Sure, Say So
2. Being honest with him or herself about the actions they are taking.
3. A transparent culture is a work culture where employees rigorously communicate with their peers and exchange ideas and thoughts, which gradually builds up trust and pride. It is about involving everyone in the company in accepting responsibility for how the company is run, making sure, they have the knowledge, information and education to properly read and interpret data, and showing people, the outcomes they produce.
4. Being unbiased in rewarding the employees, acknowledging their efforts, etc. Transparency can be only achieve if you trust on someone, Mostly top-bottom trust builds huge level of transparency. Supportive approach gives people comfort which leads to transparent approach being followed.

## Core Value #6: Proactiveness: WE MAKE THINGS HAPPEN INSTEAD OF WAITING FOR THEM TO HAPPEN.

1. Creating or controlling a situation rather than just responding to it after it has happened.
2. Taking action by causing change and not only reacting to change when it happens.
3. It says you care about how your clients feel.
4. It says you care about the end users, even though you’ve probably never met them, and the experience they’ll have with the product you’re building.
5. Being fully accountable for our work in gaining any possible repeat business with customers.
6. Being fearless, taking initiatives, and thinking out of the box.